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Latimer, Becky

From: Latimer, Becky
Sent: Monday, June 10, 2019 11:20 AM
To:
Subject: Docket Number 2018-358-WS

Dear Ms. Lydia Smith,

This is to acknowledge receipt of your Letter of Protest/Comments to the Public Service Commission of South Carolina. Your Letter of Protest/Comments will be placed in the Protest File of the Docket listed below and on the Commission's Website at www.psc.sc.gov.

- [Docket No. 2018-358-WS](#) - Verified Application of Carolina Water Service, Incorporated for Approval of Annual Rate Adjustment Mechanisms and Petition for an Accounting Order to Defer Expenses

A Protestant is an individual objecting on the ground of private or public interest to the approval of an Application, Petition, Motion or other matters which the Commission may have under consideration. A Protestant may offer sworn testimony but cannot cross-examine witnesses offered by other parties.

According to the Commission's Rules of Practice and Procedure, filing a Protest does not make you a Party of Record. A Protestant desiring to become an Intervenor (i.e., a Party of Record) in a proceeding before the Commission may file a Petition for Intervention within the time prescribed by the Commission.

You can follow this Docket and other daily filings made at the Commission by subscribing to the Commission's Email Subscriptions at this link: <https://dms.psc.sc.gov/Web/Email>; or you can follow the individual Docket at the link listed below:

[Docket No. 2018-358-WS](#) - Verified Application of Carolina Water Service, Incorporated for Approval of Annual Rate Adjustment Mechanisms and Petition for an Accounting Order to Defer Expenses - <https://dms.psc.sc.gov/Web/Dockets/Detail/116911>

If we may be of further assistance to you, please do not hesitate to contact us.

Sincerely,
 Becky Latimer
 Clerk's Office/Administrative Coordinator
 Public Service Commission of South Carolina
 803-896-5100
Sign up for Meeting Agenda Alerts: Text [PSCAGENDAS](#) to [39492](#)



* Required Fields

**Letter of Protest
in Docket 2018-358-WS**

Date: *6/8/2019

Protestant Information:

Name *Lydia Smith

Mailing Address *

City *Lake Wylie

State *SC

Zip *29710

Phone: *

Email: *

1. What is your connection or interest in this case? * For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)

I have been a customer of Blue Granite (formerly Carolina Water Service) at my current residence for 11 years.

2. Please give a concise statement of your protest. * (This section must be completed. Attach additional information if necessary.)

Blue Granite water company has failed to effectively plan for growth in the Lake Wylie community. Their lack of planning has forced water restrictions on our community during a time when water is not in short supply — in fact, this spring has been one of the wettest on record. In addition, the company is continuing to request rate increases when our rates are already significantly higher than the rest of York County. Our most recent water bill was for over 59,000 gallons of distributed water, five times higher than previous months. Rather than investigate why our bill increased five-fold, we were simply sent a bill. Upon my request, the company then came out to re-read our meter and left a note in our mailbox that we need to have our pipes inspected because we have a leak. Blue Granite should have measures in place to identify potential leaks when they happen as this would help ensure that the “heightened water demand” they are suggesting is taking place isn’t simply a matter of faulty plumbing. Instead of focusing on this type of issue, they have representatives patrol our streets every morning and every night. Around 6:30 a.m. on June 4, I was walking my neighbor’s dog and watched a Blue Granite representative pull over his truck and instruct two young boys waiting for their school bus to go inside and get their parents. The fear in their eyes was undeniable. I kindly explained to the boys that the representative only wanted to talk to their parents about their water usage. The next morning, June 5, my husband mistakenly turned on our sprinklers, thinking it was the correct day for us to irrigate. At 6:45 a.m., the same Blue Granite representative from the previous day rang my doorbell. I have a severe sleep disorder (idiopathic hypersomnia) that causes me to sleep very deeply. The doorbell startled me from my sleep and I ran to the door, in my pajamas, in a state of panic only to find Blue Granite on my doorstep. The representative then told me that the company would SHUT OFF MY WATER AT THE STREET if we did not comply with their conservation protocol.

Water service in the BGWS area is compromised by THEIR infrastructure that is failing to provide consistent water pressure and guaranteed water to thousands of people. We have a public safety issue due to lack of pressure in fire hydrants. Our children are affected when water cannot be guaranteed to our schools. We cannot water our lawns as needed from May 1st through October 1st.

We are at a critical point based on the issuance of this water ban in May. The extent of enforcement of this ban by BGWS employees on a daily basis at any/all hours of the day/night further indicates the seriousness of the situation. Please help us fight this huge company because it has been proven that we, the citizens, cannot fight them on our own. We are begging for your support.

3. Do you wish to make an appearance at a hearing in this proceeding, if scheduled, and offer sworn testimony? *

If it will help in this case, I am more than happy to appear at a hearing and provide sworn testimony.